

**Chronology**  
**Complaint Review & Mediation Scheme**

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**NOT** to be circulated by electronic means

Key

- ✓ Supporting information (letter, email, report etc.) identified

**2009**

<b>DATE</b>	<b>EVENT</b>	<b>Schedule</b>
2009	The JFSA is established	1.1
11/05/2009	Computer Weekly publishes an article alleging there are faults with the Horizon system	1.1 ✓
08/10/2009	David Bristow, once Subpostmaster of Odiham Post Office emails James Arbuthnot MP asking for his assistance, citing the case of Jo Hamilton	1.2 ✓
12/10/2009	Brooks Newmark tables the following Parliamentary Question:  "To ask the Minister of State, Department for Business, Innovation and Skills whether he has received reports of errors in the Post Office Horizon system which has led to Postmasters and Postmistresses being falsely accused of fraud; and if he will make a statement".  Pat Mc Fadden Minister of State for Business, Innovation and Skills responded:  "The Department has received no such reports. Any issues in relation to the Horizon system are operational matters for Post Office Ltd. I have therefore asked Alan Cook, Managing Director of Post Office Ltd to respond directly to the hon. Member and a copy of his reply will be placed in the House Libraries.	1.3 ✓
13/10/2009	Alan Cook, Post Office Managing Director, responds to the Parliamentary Question tabled by Brooks Newmark on 12/10/2009. He states that the system has proved to be robust since its introduction some ten years ago	1.4 ✓
22/10/2009	James Arbuthnot replies to David Bristow's email of 08/10/2009. He states that he is ready to help in any way that he can	1.5 ✓
27/10/2009	David Bristow emails James Arbuthnot claiming that he is receiving threatening letters from Post Office in regard to his £42,000 debt. He claims to have discovered a fault with Horizon and cites the Parliamentary Question tabled by Brooks Newmark MP on 12/10/2009	1.6 ✓
03/11/2009	James Arbuthnot writes to Peter Mandelson, Secretary of State for Business Innovation and Skills, enclosing the emails from David Bristow of 12/10/2009 and 27/10/2009 asking for his comment on what can be done to investigate claims being made that Horizon is responsible for branch losses	1.7 ✓
19/11/2009	A local councillor, Cllr John Kennett, emails James Arbuthnot to sharing the details of a reporter from Computer Weekly who is preparing an Article on the alleged failings of Horizon. Using theft as a tactic to obtain a guilty plea to false accounting is alleged and the case of Jo Hamilton is raised.	1.8 ✓
23/11/2009	Computer Weekly publishes an article on the Seema Misra Case. It claims that an IT expert has inspected her system and produced a report alleging defects	1.9 ✓

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24/11/2009	David Bristow emails James Arbuthnot to draw his attention to the article published in Computer Weekly on 23/11/2009	1.10 ✓
29/11/2009	David Bristow emails James Arbuthnot requesting a meeting to discuss his case in more detail. He also alleges that subpostmasters use their own money to correct shortages, they will be prosecuted for false accounting	1.11 ✓
10/12/2009	James Arbuthnot writes to Peter Mandelson and, referencing his prior letter of 03/11/2009, asks for a response and reassurance that BIS will investigate the matter fully	1.12 ✓
05/12/2009	On behalf of Peter Mandelson, Pat Mc Fadden responds to James Arbuthnot's letter of 03/11/2009. The letter includes:  "The issues raised by your constituent are operational and contractual matters for POL and not for Government. I understand from POL that errors at the branch have been fully investigated and there is nothing to indicate that there are any problems with the Horizon system..."	1.13 ✓

## 2010

DATE	EVENT	Schedule
31/03/2010	Alan Bates sends a letter to Edward Davey MP, Minister for Postal Affairs	2.1
18/05/2010	Computer Weekly publishes a blog on the 'new Post Office system' which includes the Post Office's response to a subpostmaster experiencing problems with Horizon Online	2.2 ✓
08/07/2010	Alan Bates emails Edward Davey regarding the response he received to his letter of 31 March 2010. He is upset by Edward Davey's response and lists the 'hidden issues' Subpostmasters allegedly face/experience	2.3
20/07/2010	David Smith (Post Office Managing Director) writes to Priti Patel MP in response to the Parliamentary Question she tabled on 08 July 2010:  "To ask the Secretary of State for Business, Innovation and Skills, what his most recent estimate is of the cost to postmasters and subpostmasters of errors in the Horizon operating System; and if he will make a statement".	2.4 ✓
31/07/2010	Edward Davey emails Alan Bates to request that he contact his PA to set up a meeting	2.5
14/10/2010	Alan Bates emails Edward Davey to follow up on their meeting. He states: <ul style="list-style-type: none"> <li>• Horizon is the root cause of all issues for JFSA members</li> <li>• JFSA has no other agenda than to redress the wrongs that have inflicted upon them</li> </ul>	2.6
21/10/2010	Alan Bates emails Edward Davey to highlight three cases of Subpostmasters being prosecuted	2.7
07/12/2010	Edward Davey replies to Alan Bates email, stating he: <ul style="list-style-type: none"> <li>• is reassured Horizon is sound</li> <li>• cannot interfere with judicial cases</li> </ul> <p>"I recognise that the core of the JFSA's concerns relates to the Horizon system to which you attribute the financial discrepancies and shortages which have led to a number of subpostmasters having their contracts terminated and subsequent court action. However POL continues to express full confidence in the integrity and robustness of the Horizon system and also categorically states that there is no remote access to the system or to any individual branch terminals which would allow the accounting records to be manipulated in any way."</p>	2.8 ✓

## 2011

DATE	EVENT	Schedule
12/02/2011	Nick Wallis writes a blog about the 'Horizon integrity' features on two broadcasts of BBC's 'Inside Out' programme	3.0 ✓
20/08/2011	<p>Alan Bates emails Edward Davey to inform him that 'letters of claim' have been filed by Shoosmiths on behalf of four subpostmasters against POL in respect of:</p> <ul style="list-style-type: none"> <li>the Horizon System</li> <li>the legality of the Subpostmaster Contract</li> </ul> <p>The four cases are:</p> <ul style="list-style-type: none"> <li>Scott Darlington</li> <li>Julian Wilson</li> <li>Terence Walters</li> <li>Thakshila Somaskandarajh</li> </ul>	3.1
September 2011	Private Eye publishes an article citing faults in Horizon and alleges that 55 Subpostmasters have brought a class action against Post office. Jo Hamilton appears as a case study.	3.2 ✓
09/09/2011	Edward Davey sends Alan Bates and email acknowledging his email of 20/08/2011	3.3
28/09/2011	<p>Nick Wallis Blog – key extracts:</p> <p>I have been working with a journalist at Private Eye magazine over the past few weeks, and a piece on the Post Office Horizon system leads the investigative section "In the Back" in this fortnight's issue (No 1298 30 Sep - 13 Oct p.28).</p> <p>These have prompted dozens of prosecutions and financial ruin for businessmen and women with previously spotless records. Fifty-five of them last week launched a "class action" against the Post Office, arguing that their troubles owe more to computer error than dishonesty</p> <p>The Post Office remains the only body in the UK to run its own prosecutions and campaigners think that if it had to use the Crown Prosecution Service, many cases would not have made it to court. The last organisation with such powers, Customs &amp; Excise, was stripped of them almost a decade ago when it was found to have over-stepped the mark in several high-profile cases</p>	3.4. ✓
15/12/2011	James Arbuthnot writes to Edward Davey in relation to the closure of the Odiham Post Office	3.5 ✓
15/12/2011	James Arbuthnot writes to Moya Greene (RMG CEO) regarding the closure of the Odiham Post Office, alleging it is as a result of problems with Horizon	3.6 ✓
17/12/2011	Nick Wallis writes a Blog about Lee Castleton's case – principally based upon an email he has received from Mr Castleton	3.7 ✓

## 2012

DATE	EVENT	Schedule
January 2012	James Arbuthnot writes to the Minister and Moya Green regarding the closure of the Odiham Post Office citing 'irregularities' and questioning the Horizon System	4.0 ✓
12/01/2012	Kevin Gilliland responds to James Arbuthnot's letter of January 2012, on Moya Green's behalf	4.1 ✓
24/02/2012	James Arbuthnot emails the Post Office Chairman Alice Perkins regarding Horizon and requests a meeting. Alice Perkins responds, agreeing to a meeting	4.2

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February 2012	The JFSA launch a short survey of 100 Subpostmasters on 'Survey Monkey'. Questions attempt to capture the losses respondents attribute to faults in Horizon. Survey is open for eight days.	4.3
February 2012	Deloitte perform an Internal Audit Assurance review of Key System Controls in Horizon	4.4
25/02/2012	Alan Bates emails the new Minister for Postal Affairs Norman Lamb to request a meeting. He wishes to: <ul style="list-style-type: none"> <li>• Raise the JFSA cause</li> <li>• Offers to work with the Minister's Office</li> </ul>	4.5
27/02/2012	James Arbuthnot Chairs a meeting at Porticullis House to discuss Horizon. Norman Lamb is invited but declines	4.6
08/03/2012	James Arbuthnot and all other MPs receive a letter and booklet from Post Office about modernisation in the Post Office network	4.7
09/03/2012	A summary report is provided to BIS on the current status of the Horizon Litigation (referencing Shoosmiths)	4.8 ✓
13/03/2012	James Arbuthnot meets with Alice Perkins and Post Office Company Secretary Alwen Lyons. Alice Perkins offers to consider a further review of Horizon by an IT expert and invites James Arbuthnot to another meeting (scheduled for 28 March 2012)	4.9
26/03/2012	James Arbuthnot writes to Alice Perkins to thank her for meeting on 13 March 2013	4.10
02/04/2012	Alice Perkins writes to James Arbuthnot to invite him to a further meeting	4.11
15/05/2012	Post Office receive a proposal from Deloitte to conduct a forensic investigation into Horizon	4.12 ✓
17/05/2012	Post Office (Alice Perkins, Paula Vennells, Alwen Lyons, Angela Van Den Bogerd) hold a meeting with James Arbuthnot and Oliver Letwin, during which they agree to appoint a firm of forensic accountants	4.13 ✓
01/06/2012	An initial proposal from Second Sight is received and they sign NDAs	4.14 ✓
6/06/2012	Alice Perkins and Susan Crichton (Post Office GC) prepare ToR for Second Sight to work on the investigation	4.15 ✓
07/06/2012	A meeting is held between Paula Vennells, Alice Perkins, Susan Crichton, Alwen Lyons and Simon Baker where the Deloitte and Second Sight Proposals are discussed.  Second Sight is chosen as the preferred supplier.	4.16
07/06/2012	Deloitte provide an alternative proposal	4.17 ✓
08/06/2012	Alice Perkins makes some minor adjustments to the Second Sight ToR	4.18 ✓
11/06/2012	The draft ToR for Second Sight are shared with James Arbuthnot for his approval	4.19 ✓
18/06/2012	James Arbuthnot meets with MPs, with Post Office present.	4.20 ✓
25/06/2012	James Arbuthnot writes a letter to Alice Perkins asking for advice on how to respond to his constituent – Mr D Robinson, Odiham, Hook	4.21 ✓
25/06/2012	Susan Crichton asks Second Sight to hold off beginning work until James Arbuthnot endorses the Post Office's decision.	4.22
04/07/2012	Alice Perkins replies to James Arbuthnot's letter regarding his constituent Mr D Robinson of Odiham, Hook	4.23 ✓
4/07/2012	Second Sight attends its first meeting with James Arbuthnot. The following MPs are also present: <ul style="list-style-type: none"> <li>• Andrew Bridgen</li> <li>• Mike Wood</li> <li>• Tessa Munt</li> <li>• Mary Glendon</li> </ul>	4.24 ✓



	The primary purpose of the meeting was to get James Arbuthnot's approval of Second Sight	
05/07/2012	James Arbuthnot emails Alwen Lyons to state that Alan Bates should have no power of veto over Second Sight's appointment or how the investigations ought to be undertaken.	4.25 ✓
12/07/2012	Second Sight attends its second meeting with James Arbuthnot. Alan Bates and Kay Linnell are present, "how to carry the sub-postmasters with us" is discussed	4.26
23/08/2012	Post Office sends Second Sight the first CD containing documents for the initial batch of cases	4.27
06/09/2012	Alan Bates, referencing a letters of 03/09/2012 and 13/07/2012, writes to James Arbuthnot with concerns that 'current errors' are being omitted from investigations. Alan Bates also requests that all those who submit items for consideration are given 'impunity'	4.28 ✓
13/09/2012	Ian Henderson attends a workshop with Fujitsu to get a technical understanding of Horizon	4.29
13/09/2012	James Arbuthnot writes to Paula Vennells, on the back of the letter he received from Alan Bates on 06/09/2012, asking that Paula considers Alan Bates request that those who submit items for consideration are given 'immunity'. James Arbuthnot also states that: "I should mention that I have already written to him stating that I do not want to interfere with the investigations, especially by dictating terms to the investigators who know their job far better than either he or I".	4.30 ✓
24/09/2012	Paula Vennells replies to James Arbuthnot's letter of 13/09/2012. She states that Post Office is committed to supporting the effectiveness of Second Sight, that a meeting is the best way forward to discuss Alan Bates concerns and that Post Office cannot offer blanket immunity to subpostmasters from debt recovery proceedings, noting obligations to protect public money.	4.31 ✓
December 2012	Raising Concerns with Horizon Document is issued jointly by Post Office and the JFSA.  The deadline for submissions is 28/02/2013	4.32 ✓

## 2013

DATE	EVENT	Schedule
28/02/2013	Deadline for Subpostmasters to submit issues to Second Sight for their Inquiry.  Cases are submitted through either the office of James Arbuthnot (29 cases) or the JFSA (18 cases)	5.0
25/03/2013	A meeting takes place between Second Sight, JFSA and MPs. Seven issues are identified that Second Sight propose to prioritise. An Interim report is to be produced by Parliamentary Recess on 18 July 2013	5.1
26/03/2013	Ian Henderson provides a note on the meeting of 25/03/2013	5.2 ✓
26/03/2013	James Arbuthnot emails Susan Crichton to comment on Ian Henderson's account of the meeting	5.3 ✓
01/04/2013	Letter from Alan Bates to James Arbuthnot in regard of the meeting of 25/03/2013. Alan Bates expresses concern in relation to what he sees as being the 'systemic failures' associated with Horizon and their lack of prominence in Second Sight's report	5.4 ✓
16/04/2013	James Arbuthnot replies to Alan Bates letter of 01/04/2013 in which, while expressing sorrow for Alan Bates discontent with how investigations are proceeding, he states:  "I understand that firm evidence of any failures inherent in Horizon is yet to be found in any case the investigators have thus far undertaken....Until it is the Post Office has no reason to admit systemic failures exist...it is simply untenable that such an admission ought to be made until such evidence is produced".	5.5 ✓

17/04/2013	Alan Bates write to Jo Swinson (New Minister for Postal Affairs) with concerns similar to those expressed in the letter Alan Bates sent to James Arbuthnot on 01/04/2013	5.6 ✓
21/05/2013	Alan Bates emails Paula Vennells requesting a meeting. Alan Bates requests that Kay Linnel also be present as she has been tasked, by JFSA, to monitor the work of SS  Alan Bates believes he has sufficient evidence to show that many Post Office prosecutions should not have taken place	5.7
03/06/2013	Paula Vennells emails Alan Bates to state it is too early in the investigation to question the: <ul style="list-style-type: none"> <li>• integrity of Horizon; and</li> <li>• validity of prosecutions</li> </ul>	5.8
09/06/2013	Alan Bates emails Paula Vennells agreeing to a meeting once Second Sight has published its Interim Report and presented to MPs on 9 July 2013	5.9
05/07/2013	Pauls Vennells and James Arbuthnot meet	5.10
06/07/2013	Alan Bates emails Paula Vennells asking for a proposal for the composition of the Working Group	5.11
06/07/2013	Paula Vennells emails Alan Bates agreeing to send him a copy of: <ul style="list-style-type: none"> <li>• Second Sight's Interim Report once factual inaccuracies have been removed; and</li> <li>• Post Office's draft statement</li> </ul>	5.12
07/07/2013	Paula Vennells emails Alan Bates. A copy of the draft Post Office Statement is provided but he already has a copy of Second Sight's Interim Report.  Alan Bates is asked to support and help implement the three recommendations made by Post Office	5.13
08/07/2013	James Arbuthnot meets with Alan Bates, Kay Linnel, Mike Whitehead (BIS), 2 Representatives from POL, Ian Henderson, Ron Warmington, Tadge Channer (Shoosmiths), Andrew Bridgen, Oliver Letwin – to discuss the Interim Report	5.14 ✓
08/07/2013	Second Sight's Interim Report is published.	5.15 ✓
08/07/2013	Post Office releases its statement on Second Sight's Interim Report.	5.16 ✓
09/07/2013	House of Commons Debate: 'Post Office Horizon System'	5.17 ✓
11/07/2013	Alan Bates emails Paula Vennells to propose how the Scheme should be structured. He states that each case should be assessed on: <ul style="list-style-type: none"> <li>• Thematics/systemic failures &amp; issues; and</li> <li>• Software/hardware problems</li> </ul>	5.18
11/07/2013	Pauls Vennells replies to Alan Bates email, agreeing to look at his proposed approach	5.19
August 2013	Nick Wallis Blog- Key extracts:  It is not just about computer failure. It's about incompetence, intransigence and indifference. It is a story about an organisation's misplaced faith in the infallibility of a computer system and its total disregard for any consequent misery caused. It is a story about ordinary people having their lives ruined through a series of punitive technical, contractual and legal constraints which stacked the odds against them, and then ran them through, good and proper.  There are many who have lost everything through no fault of their own. They deserve redress. They need their convictions quashed, and they need their money and reputations back	5.24 ✓
26/08/2013	Post Office issues a press release announcing the establishment of the Scheme	5.25 ✓
27/08/2013	Applications are invited via the Post Office's internal communications channels as well as through the JFSA website	5.26 ✓
09/09/2013	Nick Wallis Blog- Key extracts	5.27 ✓

	<p>I would urge any disaffected Subpostmasters reading this to get in touch NOW. As far as I understand it, part of the process of mediation is that you will be required to sign a gagging order which stops you, under threat of being sued, from talking to anyone, especially journalists, about any settlement or agreement you make with the Post Office.</p> <p>What I'm not clear on is whether the gagging order is signed before any settlement is agreed, or whether it's signed as part of the settlement. I can't imagine it's the former, but I did hear someone suggest it was.</p> <p>Even assuming it's only signed on agreement of settlement, it's not ideal. You'll (hopefully) get some money back, but you won't be able to protest your innocence or tell the story of what happened to you to anyone, ever again.</p>	
24/09/2013	A meeting is held between Paula Vennells, Alasdair Marnoch, Martin Edwards and Sir Anthony Hooper	5.28
29/10/2013	Sir Anthony Hooper, former Court of Appeal Judge, is announced as the independent Chair of the Working Group	5.29 ✓
18/11/2013	Case application window closes	5.30
26/11/2013	Alice Perkins writes to James Arbuthnot regarding the number of applications received to scheme and suggests meeting in the New Year	5.31 ✓
05/12/2013	Rodric Williams (Post Office Solicitor) writes to Nick Wallis to ask him to provide the 'evidence' he alleges to have in relation to undermining the prosecutions of Subpostmasters	5.32 ✓

**2014**

DATE	EVENT	Schedule
13/01/2014	Alan Bates emails Paula Vennells to express his concern that Post Office is restricting the Working Group's scope in terms of investigation and discussion. He asserts that this is owing to the new Post Office representatives on the Working Group	6.0
13/01/2014	Martin Edwards replies on Paula Vennells behalf to arrange a meeting to fully understand Alan Bates concerns	6.1
13/01/2014	Paula Vennells and Chris Aujard (Post Office GC) meet with Sir Anthony Hooper	6.2
28/01/2014	James Arbuthnot meets with Paula Vennells and Alice Perkins to discuss the current and future running of the Post Office and the progress made in relation to the Scheme. James Arbuthnot raises concerns regarding keeping MPs informed, clauses restricting Second Sight on what they opine on and that Second Sight has concerns in relation to the turnover levels of programme staff. Paula Vennells offers to meet with Second Sight directly to address any concerns they may have and states that advising on criminal cases and Post Office's prosecutions policy is outside of Second Sight's scope.	6.3 ✓
24/03/2014	James Arbuthnot hosts a meeting a Portcullis House to update MPs on progress made in respect of the Scheme	6.4 ✓
14/05/2014	Paula Vennells writes to James Arbuthnot to share his concerns about progress; outlines what Post Office is doing to accelerate progress; states that it is premature to produce and release a 'thematic' report and references Sir Anthony Hooper writing to the Minister to correct inaccuracies in Alan Bate's letter to Jenny Willott MP.	6.9 ✓
20/05/2014	James Arbuthnot replies to Paula Vennells letter of 14/05/2014. He Expresses concern about the amount of time case reviews are taking; agrees the Minister has done the right thing regarding letting Paula Vennells and Sir Anthony Hooper know about Alan Bate's letter but questions why Alan Bates felt he was unable to address Paula Vennells or Sir Anthony Hooper directly.	6.10 ✓



	James Arbuthnot writes to Alan Bates saying he “would not want to see the Working Group and its process placed in any sort of jeopardy”.	
23/05/2014	Paula Vennells meets Sir Anthony Hooper	6.11
05/06/2014	Chris Aujard responds to a letter received from the CCRC on 16/05/2014 and provides an update on the progress of the review undertaken by Post Office	6.14 ✓
12/06/2014	Paula Vennells responds to James Arbuthnot’s note of 20/05/2014 stating that she will consult with Sir Anthony Hooper regarding what should be provided as an update for MPs; references the Alan Bate’s letter to the Minister and that Sir Anthony Hooper wrote to the Minister to correct some of the inaccuracies. States a ‘clear the air’ meeting not needed at this point.	6.15 ✓
02/07/2014	Paula Vennells provides, via a letter to James Arbuthnot, an update of progress of Scheme (with numbers provided by Sir Anthony Hooper).	6.16 ✓
08/07/2014	James Arbuthnot replies to Paula Vennells letter of 02/07/2014. He expresses concern over the length of time being taken for the investigations to be completed	6.17 ✓
16/07/2014	Citing Paula Vennell’s letter of 02/07/2014, James Arbuthnot writes a letter to MPs expressing his concern about the pace at which the Scheme is progressing	6.18 ✓
25/07/2014	Second Sight produce their Briefing Report – Part One	6.19 ✓
21/08/2014	Second Sight produce their Briefing Report – Part Two (August Edition) though state: <i>“There are some topics on which further enquiries and investigations by both Post Office and Second Sight are continuing, which when finalised may be included in future updates to this Report”.</i>	6.20 ✓
17/09/2014	James Arbuthnot writes to Paula Vennells expressing concern following a call from Alan Bates and asking if Working Group meetings could be “less lawyerly”	6.21 ✓
22/09/2014	Post Office produce a reply to Second Sight’s Briefing Report – Part Two (August Edition)	6.22 ✓
24/09/2015	Chris Aujard writes to Second Sight to ask for a meeting to discuss concerns with its rate of production, cost and work product	6.23 ✓
30/09/2014	Post Office meet with Second Sight to discuss concerns with its rate of production, cost and work product	6.24 ✓
01/10/2014	Paula Vennells responds to James Arbuthnot’s letter of 17/09/2014 explaining the General Counsel is the lead Post Office representative at Working Group meetings and that the Working Group is independent and it is not appropriate for her to intervene.	6.25 ✓
14/10/2014	Paula Vennells writes to Jo Swinson on the back of the recent media attention and the disclosure of Second Sight’s Part two Report, to provide her with further background information on the Scheme and a brief update, courtesy of Chris Aujard	6.26 ✓
10/11/2014	Alan Bates sends a letter to Sir Anthony Hooper to express concerns in relation to the Scheme in relation to the role of the Working Group, that no further draft case review reports should be released prior to the production of Second Sight’s Part Two Report, questioning whether Post Office conforms to its continuing disclosure obligations and that “the whole spirit of the Scheme that JFSA agreed to at the outset and planning stage has totally disappeared”	6.27 ✓
05/11/2014	Paula Vennells writes to James Arbuthnot to follow up their telephone conversation of 28 October 2014 during which he raised a number of concerns over Post Office’s engagement with the Scheme. Paula Vennells states that no evidence of faults in Horizon has been presented, that an evidenced based approach is not legalistic but rather, fair minded and rational	6.28 ✓
17/11/2014	Paula Vennells meets with MPs.  Oliver Letwin puts forward proposition that there should be a ‘general presumption’ that Post Office will agree, save in a few undefined exceptional cases, to the mediation of all cases where this is the recommendation of Second Sight	6.29
24/11/2014	Post Office obtains advice from Tom Weisselberg QC on whether issues raised as part of the Scheme are a matter of public or private law	6.30 ✓



28/11/2014	Paula Vennells writes to James Arbuthnot to say she has reflected on the meeting of 17/11/2014 and Oliver Letwin's proposal, but cannot agree to it. She points out that the Post Office has not prevented any case from progressing through the scheme as it was designed. The letter also rejects suggestion that the scope of scheme should be broadened.	6.31 ✓
08/12/2014	James Arbuthnot writes to Paula Vennells disagreeing with her letter of 28 November which outlined how the scheme and its processes were operating as they were, jointly, designed to.  James Arbuthnot takes issue regarding the non-mediation of criminal cases; the scope of the Scheme; and postmasters no being present at Working Group meetings when their case is discussed.  He asks that PO does not utilise any time barred limitation point in resisting legal claims; for agreement that no data relating to these cases will be destroyed; that PO agrees to Second Sight meeting with MPs.  James Arbuthnot releases both letters to the media	6.32 ✓
09/12/2014	James Arbuthnot issues press release "MPs lose faith in Post Office Mediation Scheme"	6.33 ✓
09/12/2014	Radio 4 Today Programme Interviews Jo Hamilton James Arbuthnot and Mark Davies. James Arbuthnot alleges :  "At considerable public expense, the Post Office set up this mediation scheme, but sadly they are now trying to sabotage that very mediation scheme that they set up. And they're doing this in secret. It's an extraordinary story; they're trying to bar from mediation 90% of the sub postmasters for whom it was set up"	6.34 ✓
09/12/2014	BBC 1 Programme 'The One Show' bases a programme on:  "in the news today, MPs have criticised the Post Office for how it handled claims that an IT system caused around 150 SubPostmasters to be accused of stealing vast amounts of money"	6.35 ✓
09/12/2014	Edwin Coe LLP issues a press release stating they have been instructed by the JFSA to bring a class action against Post Office	6.36 ✓
10/12/2014	Post Office obtains advice from Tom Weisselberg QC in relation to its future plans for the Scheme	6.37 ✓
10/12/2014	Chris Aujard emails, on the back of the 09/12/2014 Edwin Coe LLP press release, Alan Bates to ask him to, amongst other housekeeping issues, to distinguish between those applicants who through the JFSA (or directly) have instructed Edwin Coe LLP to represent them in litigation against the Post Office, and those who have not	6.38 ✓
12/12/2014	Alan Bates responds to Chris Aujard's email of 10/12/2014 stating "JFSA's discussions with Edwin Coe are little more than following the old maxim of hoping for the best but planning for the worst".	6.39 ✓
December 2014	Sir Anthony Hooper writes to Jo Swinson to provide some information, including latest statistics, on the Scheme prior to the Parliamentary debate on 17/12/2014	6.40 ✓
17/12/2014	Westminster Hall Debate – 'Post Office Mediation Scheme', secured by James Arbuthnot	6.41 ✓

## 2015

DATE	EVENT	Schedule
14/01/2015	Mark Davies (Post Office Director for Communications and Corporate Affairs) writes to James Arbuthnot referencing the Westminster Hall Adjournment debate. The letter	7.0 ✓

	provides a fact sheet on the Scheme and offers a confidential meeting about Jo Hamilton's case.	
19/01/2015	Nick Wallis Blog - Key extracts  If you want to hear what a contract lawyer has to say about the Subpostmaster contract, what a professor of fraud studies has to say about the Post Office's investigation function, why an MP thinks the Post Office has spent millions of pounds on a "sham" scheme and how dozens of people have been sacked, bankrupted and prosecuted after trouble with the Post Office IT system, please do have a watch of Inside Out tonight.	7.2 ✓
19/01/2015	Post Office features on the BBC1 programme 'Inside Out'	7.3 ✓
22/01/2015	James Arbuthnot writes to Paula Vennells asking (following his letter of 08/12/2014):  1. Will you agree to retaining any and all data held by the Post Office which is relevant to the cases under consideration?  2. Will you agree not to take any time barred limitation point in resisting legal claims arising out of the introduction of Horizon and its support arrangements?  3. Will you agree to MPs meeting Second Sight to discuss our concerns to hear their take on the matter?	7.4 ✓
03/02/2015	The Business, Innovation and Skills Committee take evidence on 'the Post Office mediation scheme and Horizon IT system'. Evidence is given by: <ul style="list-style-type: none"> <li>• Andy Furey, Assistant General Secretary, CWU</li> <li>• Mark Baker, National Branch Secretary, Postmasters Branch, CWU</li> <li>• George Thomson, General Secretary, National Federation of SubPostmasters</li> <li>• Alan Bates, Chairman, Justice for Subpostmasters Alliance</li> <li>• Kay Linnell, Chartered Accountant, Kay Linnell &amp; Co;</li> <li>• Paula Vennells, Chief Executive, Post Office</li> <li>• Angela van den Bogerd, Head of Partnerships, Post Office</li> <li>• Ian Henderson, forensic computing expert, Advanced Forensics (Second Sight Ltd)</li> </ul>	7.5 ✓
06/02/2015	Nick Wallis Blog- Key extracts  Thanks to James Arbuthnot's dogged pursuit of the Post Office in parliament, a lot of the information which the Post Office has tried to keep secret is finally surfacing. There is plenty more which they are successfully suppressing, but they are being called out on it, by angry MPs.  Remember News International and their absolute total denial that anyone was phone hacking other than Clive Goodman?  All the Post Office are admitting to at the moment is that they could have done a few (unspecified) things better.  The full horror of what Post Office "auditors", "investigators" and prosecutors have done to dozens of subpostmasters and the basis on which they have done it has not yet fully come to light.	7.6 ✓
24/02/2015	Paula Vennells replies to James Arbuthnot's questions posed on 22 January, referencing Mark Davies letter of 14 January.	7.7 ✓

	<ul style="list-style-type: none"> <li>• ...there is no reason why POL should not be able to use a limitation defence where appropriate, bearing in mind that ultimately it is something a court will rule on.</li> <li>• There are no plans to destroy information, all of which is being provided to Second Sight and applicants as part of the process of the scheme.</li> <li>• She is content for PO to organise a briefing on the scheme for MPs, perhaps via the All Party Parliamentary Post Office Group, that Second Sight could attend</li> </ul>	
24/02/2015	Jane MacLeod (Post Office GC) writes to Second Sight to express concerns that case reports include incorrect statements regarding criminal law	7.8 ✓
09/03/2015	Paula Vennells meets with Sir Anthony Hooper to discuss the closure of the Working Group	7.9 ✓
10/03/2015	Post Office announces closure of the Working Group and publishes the Scheme Report	7.10 ✓
10/03/2015	Jane MacLeod Meets with Ian Henderson to inform Second Sight of the Working Group's closure and its terms of engagement changing	7.11 ✓
11/03/2015	James Arbuthnot alleges, during Prime Minister's Questions, that Post Office has sacked Second Sight and told them to destroy documents	7.12 ✓
16/03/2015	Adrian Bailey (Chair of the BIS Select Committee) sends a letter to Vince Cable (Secretary of State), asking that he be actively involved in investigating the concerns raised at the BIS Select Committee hearing on 03/02/2015	7.13 ✓
18/03/2015	James Arbuthnot writes to Paula Vennells in response to her letter of 24/02/2015 declining the meeting that Mark Davies offered. He claims Second Sight were "refused access" to documents they need to be able to assess Jo Hamilton's case:  "Whatever conclusions you as CEO have reached, to my mind, rest on very shaky ground".	7.14 ✓
26/03/2015	Paula Vennells writes to James Arbuthnot following his letter of 18/03/2015 regretting his decision and underlining that she does not believe she has broken any agreement with him	7.15 ✓
26/03/2015	Vince Cable replies to Adrian Bailey, providing answers to each of the concerns expressed	7.16 ✓
07/04/2015	Nick Wallis Blog - Key extracts  It's easy to forget, and the Post Office would very much like you to forget, there are people whose lives (and certainly careers) have been ruined by what happened to them. The Post Office would have that a good number of these people are culpable, and admitted as much in a court of law.  The Post Office is not interested in the idea that many of the subpostmasters who false accounted and pleaded guilty claim they did so because of the nightmarish environment they found themselves in. The Post Office has already exonerated itself of any blame, so we know it's done nothing wrong.	7.17 ✓
09/04/2015	Second Sight produce their Briefing Report – Part Two (April Edition)	7.18 ✓
09/04/2015	Post Office produce their Reply to Second Sight's Briefing Report – Part Two (April Edition)	7.19 ✓
15/04/2015	Second Sight is moved onto a new Terms of Engagement	7.20 ✓
20/04/2015	Speaking to the BBC Radio 4's Today programme James Arbuthnot calls for a judge-led investigation into the Post Office's handling of the issue. He states that he believes there needs to be a judge-led, independent investigation into what has happened	7.21 ✓
May 2015	A JFSA 'newsletter', containing advice to Applicants, is inadvertently forwarded to Post Office. It recommends that Applicants do not take part in mediations until a 'true and honest scheme is in place'. 43 Applicants subsequently inform Post Office that they wish	7.22 ✓

	to withdraw from, or postpone their progression in the Scheme. The newsletter makes plain that JFSA's number one priority is now to secure, from Government, an independent investigation into the Post Office, Horizon and the Scheme. It goes on to provide advice on the submission of Data Subject Access Requests.	
May 2015	Post Office receives the first of what eventually totals 45 DSARs (42 of which are from Scheme Applicants)	7.23 ✓
May 2015	Post Office is made aware that Panorama wish to feature Post Office and specifically the Complaint Review and Mediation Scheme	7.24 ✓
02/06/2015	Rodric Williams writes to Second Sight to express concern over the contents of M035's final CRR and principally the inclusion of extracts from a privileged Security Report	7.25 ✓
29/06/2015	House of Commons Debate: 'Post Office Horizon System', secured by Andrew Bridgen	7.26 ✓
July 2015	Second Sight completes its final outstanding CRR. Its engagement with Post Office ends	7.27
01/07/2015	Andrew Bridgen requests a Judicial Inquiry at Prime Minister's Questions	7.28 ✓
02/07/2015	Baroness Neville Rolfe writes to Paula Vennells to request that, subsequent to the concerns raised at the Adjournment Debate on 29/06/2015, she attends a meeting at the Department with herself, Andrew Bridgen and Kevan Jones	7.29 ✓
10/07/2015	Paula Vennells responds to Baroness Neville Rolfe's letter of 02/07/2015 offering her apologies for not being able to attend the meeting on Wednesday 17 July, but that Patrick Bourke (Complaint Review and Mediation Scheme Programme Director) and Mark Davies will attend in her absence	7.30 ✓
17/07/2015	Patrick Bourke and Mark Davies attend a meeting Chaired by Baroness Neville Rolfe which is also attended by Andrew Bridgen and Kevan Jones	7.31
Mid July 2015	Post Office writes to all Applicants with cases that have been referred to CEDR urging them to engage with CEDR to set a date for mediation before 04/09/2015. Otherwise Post Office will consider their case, as far as the Scheme is concerned, to be concluded	7.32 ✓
22/07/2014	Ron Warmington (Second Sight) emails George Freeman to assert that his statement at the Adjournment Debate on 29/06/2015, that Second Sight had found no evidence of systemic flaws in Horizon, is incorrect	7.33 ✓
27/07/2015	Following the completion of its last CRR, Second Sight's engagement with Post Office ends and Jane MacLeod subsequently writes to Second Sight to ensure clarity over a number of issues but principally to ask for the return of all confidential information held by Second Sight and destruction of all duplicates	7.34 ✓
28/07/2015	Ron Warmington emails David Cameron to complain that George Freeman has not responded to his email of 22/07/2015 and to re-assert that George Freeman's statement at the Adjournment Debate on 29/06/2015, that Second Sight had found no evidence of systemic flaws in Horizon, was incorrect	7.35 ✓
31/07/2015	CEDR produces a review of the mediations that have taken place to date	7.36 ✓
04/08/2015	Jane Hill (Post Office Head of Public Affairs) emails all MPs with a constituent whose case has been referred to CEDR, informing them of the 04/09/2015 deadline and that Post Office has also written to their constituent. A copy of the 31/07/2015 CEDR review is attached to the email	7.37 ✓
04/08/2015	Jane MacLeod writes to Second Sight regarding a breach of confidence in relation to contents of her letter of 27/07/2015	7.38 ✓
04/08/2015	Ron Warmington emails Baroness Neville Rolfe to complain that neither David Cameron nor George Freeman has responded to his respective emails of 28/07/2015 and 22/07/2015	7.39 ✓
11/08/2015	Referencing its letter to applicants of mid July, Post Office writes to all applicants yet to engage with CEDR to set a date for mediation, re-affirming the 04/09/2015 deadline and enclosing a copy of the 31/07/2015 CEDR Review of mediations that have taken place to date	7.40 ✓



12/08/2015	Post Office offer to meet with the BBC - under the certain necessary conditions - to show the BBC's editorial team documents which would disprove the claims being made and that are to be featured on the Panorama programme. This is refused	7.41 ✓
17/08/2015	BBC Panorama Programme: 'Trouble at the Post Office' is broadcast. The programme centres on three cases: <ul style="list-style-type: none"> <li>• Seema Misra</li> <li>• Noel Thomas</li> <li>• Jo Hamilton</li> </ul>	7.42 ✓
17/08/2015	Post Office issues statement in reply to the Panorama Programme	7.43 ✓
04/09/2015	Mark Davies and Rodric Williams meet the BBC's most senior news executive, James Harding. At that meeting Post Office acknowledge the legitimate public interest in scrutiny of the Post Office, including by the BBC. Nevertheless Post Office make the point that the Panorama programme was unbalanced and misleading in its presentation of the facts, and that the BBC failed to take up the many opportunities that Post Office offered which would have facilitated a fairer programme. Post Office reserves its right to make a formal complaint to the BBC Trust.	7.44 ✓
04/09/2015	Deadline for Applicants to engage with CEDR	7.45
06/09/2015	Paula Vennells, Jane Macleod and Mark Davies attend a meeting with Baroness Neville Rolfe to discuss the Panorama Broadcast and the arguments being put forward for a government sponsored inquiry	7.46 ✓
10/09/2015	An Early Day Motion tabled in Westminster: 'Post Office Horizon Computer System'. POL subsequently sends a letter to each MP who signs the EDM	7.47 and 7.47 ✓
10/09/2015	Baroness Neville Rolfe writes to the new Chairman of the Post Office Tim Parker to request that he determines whether "any further action is necessary" by Post Office to respond to the concerns about Horizon raised by individuals and MPs.	7.48 ✓
10/09/2015	Patrick Bourke and Mark Davies meet with Iain Wright (Chair of the BIS Select Committee) to discuss the Panorama Broadcast and the Complaint Review and Mediation Scheme more generally	7.49 ✓
15/09/2015	On behalf of Post Office, CMS write to the BBC to lodge a formal complaint in relation to the Panorama broadcast, asking that it is dealt with under the BBC's formal complaints procedure	7.50 ✓
19/10/2015	The BBC respond to Post Office's formal complaint on 15/09/2015	7.58 ✓
16/11/2015	The Post Office responds to the BBC's response to its complaint regarding the Panorama broadcast, received on 19/10/2015	7.72 ✓
19/11/2015	Article in BBC North West Wales appears advising "Ex-staff bringing civil case against the Post Office"	7.76 ✓
26/11/2015	Private Eye publishes an article insinuating the Scheme is a Sham	7.80 ✓
03/12/2015	Lord Arbuthnot makes his maiden speech in the House of Lords, intervening in the Strategic Defence and Security Review Debate. Though he does not mention Horizon, he does express concerns about a reliance on technology	7.88 ✓
10/12/2015	BBC provide a response to Post Office's response of 16/11/2015 in respect of the Panorama broadcast and the BBC's response (of 19/10/2015) to Post Office's initial complaint of 15.09.2015	8.0 ✓
14/12/2015	Tim Parker is provided with a briefing paper for his meeting with Second Sight on 15/12/2015	8.2 ✓

## 2016

Date	Event	Schedule
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10/01/2016	Post Office escalates its complaint about the August Panorama Broadcast to the BBC Editorial Complaints Unit	9.0 ✓
29/02/2016	The BBC responds to Post Office escalation of its complaint (on 10.01.2016), in respect of the August Panorama Programme, to the Editorial Complaints Unit	9.12 ✓
11/03/2016	POL responds to the ECUs response of 29/02/106 to its escalation of its complaint (on 10.01.2016), to the Editorial Complaints Unit, in respect of the August Panorama Programme	9.15 ✓
15/03/2016	The ECU, respond to POLs note of 11/03/2016, standing by their position included in their letter of 29.02.2016	9.16 ✓